



August 19, 2026

ATTENTION: ALL DEALER PARTS & SERVICE MANAGERS

Kia America, Inc. is conducting a Product Improvement Campaign on all 2024-2025 MY and certain 2026 MY EV9 vehicles, manufactured from September 25, 2023 through July 16, 2026, to install enhanced windshield wiper software that provides drivers with additional reminders related to the use of the windshield wipers during winter weather conditions.

Kia has developed enhanced software logic that detects obstructed windshield wipers and provides advance messages to remind the driver to check for any obstructions such as snow/ice in the windshield wiper area. This enhancement will add two (2) new ambient-temperature-dependent pop-up instrument cluster messages that provide a:

- 1) Reminder to clear all snow/ice from the windshield, cowl area (the area below the windshield wipers), and roof prior to driving; and
- 2) Reminder to place wipers into Service Mode within 20 seconds of turning off the vehicle to assist in snow/ice removal the next time before the vehicle is driven.

The windshield wiper software logic will be updated with improved software by dealers or via an Over-the-Air (OTA) update when available. This Product Improvement Campaign will be performed free of charge at no cost to owners. Additionally, Kia is providing vehicle owners with an Owner's Manual leaflet with updated information regarding these advance messages.

For customers who are enrolled in Kia Connect, the software will be available as an Over-The-Air (OTA) update. For customers who are not enrolled in Kia Connect, dealers will be able to install the software free of charge at no cost to owners.

The Technical Service Bulletin that provides vehicle inspection and repair procedures, affected VIN production range, and warranty claim information will be posted on the Kia Global Information System (KGIS) at www.kiatechinfo.com on or around **August 19, 2026**.

Enclosed you will find a copy of the Q&A Guide which describes the issue. Kia will mail notices to the affected vehicle owners on **August 31, 2026**.

Please make personnel in your dealership familiar with the details of this Product Improvement Campaign so they may respond to customer inquiries and requests appropriately. This Product Improvement Campaign is an opportunity for your service department to deliver an exceptional service experience to customers who may not have otherwise scheduled service. Providing customers with easy scheduling and timely service increases the chance they will return to your service department for future service needs.

LEGAL PRIVACY LIABILITY NOTICE: Pursuant to the terms of the Dealer Sales and Service Agreement and the Gramm-Leach-Bliley federal consumer privacy act, you are required to keep confidential any and all information and documents provided to you by Kia America, Inc. or generated by you in the conduct of carrying out work under that Agreement regarding Kia vehicle purchasers and owners, including but not limited to warranty claim information. Kia dealers may use such owner information for the sole purpose of conducting and performing this product improvement campaign, and for no other purpose.

If you have any questions, please contact your Kia District Parts and Service Manager.

Sincerely,

Kia Service Department

Enclosures